



Privacy Policy Table of Contents:

- **Our Commitment To Privacy**
- **The Information We Collect**
- **How We Use Information**
- **Our Commitment To Data Security**
- **Our Commitment To Personal Privacy**
- **Web Site cookie policies**
- **How To Access Or Correct Your Information**
- **How To Contact Us**

Our Commitment To Privacy

Your privacy is important to us. This document explains our data collection, use and retention policy in relation to personal privacy, online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our web site and at every point where personally identifiable information may be requested.

The Information We Collect:

In providing our services to you we may collect personal information, such as your name, address, telephone, email and other contact details, and any other information required to fulfil our service commitment to you. Personal user information collected could consist of:

- Name
- Address
- Email address
- Phone number
- Work and/or home address
- User Logon Names
- PC, Laptop or mobile device Names and IP addresses

Business Information deemed 'non-personal' that we collect, store and utilise in provision of our service to you could consist of:

- Network Configuration
- IP addresses
- Username and Passwords for servers and network devices
- Phone Numbers
- Email Addresses

We do not store users passwords



The Way We Use Information:

Only personal information listed above may be processed, both by Cutler and its affiliates, for purposes including:

- (i) administering our relationship with you;
- (ii) providing any goods, services or information you have requested;
- (iii) providing you with information about our products and services;
- (iv) and for auditing usage of the site, network and devices therein.

Cutler IT may sometimes need to engage others to provide services you require. Your information will not be disclosed to any third parties except where we have your approval or where this is necessary and in accordance with applicable law. Where a third party is required to have access to Username and password to carry out work, a temporary one will be provided and disabled after use.

In providing services to you, we may need to transfer the limited personal data to Cutler IT affiliates or partners outside the European Economic Area ("EEA"). This does not diminish your rights, and Cutler IT will take all reasonable steps necessary to ensure that any personal information that is transferred outside the EEA will be treated securely, in accordance with this Privacy Statement and with the same level of protection required by data protection law. By providing your personal information to Cutler IT, you agree that you do not object to any such transfer, processing or storage.

The transmission of data via the internet is not completely secure and, as such, is at your own risk. Although we will do our best to protect your personal data, e.g. through encryption, password protection or limiting access to your information, Cutler IT cannot guarantee the security of information transmitted across the public internet.

Cutler IT has policies and technical measures in place to safeguard and protect your personal information against unauthorised access, accidental loss, improper use and disclosure. We will also take all reasonable precautions to ensure that our employees who have access to information about you have received adequate training.

We use email addresses to generate and answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

Our Commitment to Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect to provide our services.

All engineering and office employees sign non-disclosure agreements, and our vetting process is in line with our employee contractual agreements for support and engineering staff. While carrying out their duties they may be exposed to personal and financial data our customers require to carry out their business activities. They are prohibited from discussing or disclosing any of this information and it is our policy not to collect or store this information. Access to customer systems is by prearranged agreement or chaperoned screen sharing. Where practical, clients are advised to remove any sensitive data before sharing screens.

Support sessions are recorded for audit purposes as are voice calls and only accessed in the event of a dispute and then only by authorised Cutler IT personnel. The screen session can be deleted at the request of the client.

No other session information is recorded.



Cutler IT -Privacy Policy

Web Site cookie policies

We use only the most basic cookies required to maintain a session on our web site. We do not analyse, store, track or share any interaction on our web site with any other parties.

How You Can Access or Correct Your Information

Any personal data we hold can be disclosed to you via the authorised contact we have on record for your company. You can correct factual errors in your personally identifiable information by sending us a request that credibly shows the error, to support@cutlerit.co.uk. To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

How To Contact Us

Should you have other questions or concerns about these privacy policies, please call us at 0333 700 2077 or send us an email at support@cutlerit.co.uk